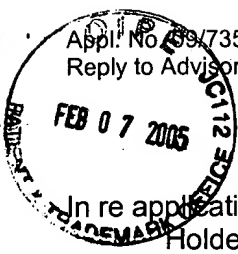


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Appl. No. 09/735,427
Reply to Advisory Action of 02/03/2005

Patent/Docket No. 11433RRUS01U/22171.177.02
Customer No. 000027683



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of:
Holden, et al.

Serial No.: 09/735,427

Filed: December 12, 2000

For:
System and Method for Dynamic Queuing in an
Automatic Call Distributor

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Group Art Unit:2151

Examiner: Phillips, Hassan A.

Confirmation No.: 5622

Mail Stop RCE

Commissioner of Patents
P. O. Box 1450
Alexandria, VA 22313-1450

TRANSMITTAL

Dear Sir:

Applicant submits the following documents for filing in the referenced application:

1. *Request for Continued Examination (RCE) Transmittal;*
2. *Copy of Amendment in Response to Office Action mailed October 7, 2004*
as filed on December 7, 2004;
3. *Petition for Extension of Time Under 37 CFR 1.136(a) FY 2005;*
4. *Return postcard.*

The Commissioner is hereby authorized to charge Deposit Account No. 08-1394 for any additional fees associated with this communication or credit any overpayment.

Respectfully submitted,

Julie M. Nickols
Registration No. 50,826

Dated: 2/7/2005
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IP Facsimile No. 214/200-0853
File: 22171.177.02

EXPRESS MAIL NO.: EV369679339US
DATE OF DEPOSIT: <u>2-7-05</u>
This paper and fee are being deposited with the U.S. Postal Service Express Mail Post Office to Addressee service under 37 CFR §1.10 on the date indicated above and is addressed to the Mail Stop RCE, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450
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Signature of person mailing paper and fee